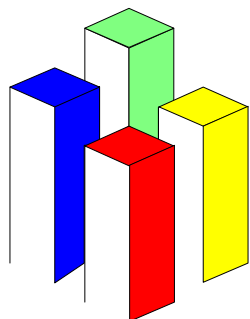


***Assessment of the Alabama  
Early Intervention Programs:  
FY 1999, FY 2000,  
FY 2001 and FY 2002***

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# Introduction

# Introduction

## A. Background

Early Intervention is a coordinated family focused system that provides appropriate services for eligible infants and toddlers ages birth to 3 years who have special needs. The Department of Rehabilitation Services administers the Early Intervention System in the state of Alabama. The Early Intervention programs in Alabama serve approximately 3,000 clients each year. Prior to Fiscal Year 1999, the Alabama Department of Rehabilitation Services has assessed the level of client satisfaction by administering a mail-out client satisfaction survey in-house. Since that time the client satisfaction surveys have successfully been conducted utilizing telephone interviewing administered by Southeast Research, Inc. in Montgomery, AL.

## B. Research Methodology

During fiscal year 1999, twenty- three (23) Early Intervention programs were evaluated in order to assure that families currently involved are receiving the service and assistance they need. A total of 600 families were involved in the programs under the Alabama Early Intervention System evaluated in fiscal year 1999. Four hundred and fourteen (414) families completed the family satisfaction survey by telephone. One hundred eighty-five (185) families could not be contacted by telephone because of "Unable to contact on at least 5 different days and times", "Wrong number", "Disconnected/Not in service", "Unpublished number", "No longer at this number", "Out-of-town for extended time", "Refused", "Spanish speaking only", "Hearing Impaired", "Social worker" or "No Phone". These families were mailed a family satisfaction survey, and forty-nine (49) of the surveys were completed by mail. All contacts with families involved with the Early Intervention programs were made between March and September 1999.

During fiscal year 2000, thirty six (36) Early Intervention programs were evaluated in order to assure that families currently involved are receiving the service and assistance they need. A total of eight hundred ninety five (895) families were involved in the programs under the Alabama Early Intervention System evaluated in fiscal year 2000. Six hundred thirty six (636) families completed the family satisfaction survey by telephone. Two hundred fifty nine (259) families could not be contacted by telephone because of "No Phone", "Disconnected/Not in service", "Wrong number", "Unable to Contact on at least 5 different days and times", "No Phone at Home", "Fax Machine", "Prefer Mail-Out", "Changed to Unpublished Number", "No longer at this number", "No Longer Involved", "No English", "Just Started", "Social worker", "Child is at Father Purcell's", "Moved Out of State", "Beeper Number", or "Refused". These families were mailed a family satisfaction survey, and seventy nine (79) of the surveys were completed by mail. All contacts with families involved with the Early Intervention programs were made between October 1999 and September 2000.



During fiscal year 2001, thirty one (31) Early Intervention programs were evaluated in order to assure that families currently involved are receiving the service and assistance they need. A total of one thousand twenty-six (1,026) families were involved in the programs under the Alabama Early Intervention System evaluated in fiscal year 2001. Six hundred fifty-six (656) families completed the family satisfaction survey by telephone. Three hundred and fifty (350) families could not be contacted by telephone due to the following reasons: "No Phone", "Disconnected/Not in service", "Wrong number", "Unable to Contact on at least 5 different days and times", "No Phone at Home", "Already Completed", "Prefer Mail-Out", "Changed to Unpublished Number", "No longer at this number", "No Longer Involved", "No English", "New Referrals", "Social worker", "No Longer has Child", "Out-of-town for extended time", "Beeper Number", "Hearing Impaired", "Mother/Child in Hospital", "No Phone or Address listed/ Wrong", "Cell phone Stolen", "Asked not to Contact", or "Refused". These families were mailed a family satisfaction survey, and seventy-eight (78) of these surveys were completed by mail. All contacts with families involved with the Early Intervention programs were made between October 2000 and September 2001.

During fiscal year 2002, twenty-three (23) Early Intervention programs were evaluated in order to assure that families currently involved are receiving the service and assistance they need. A total of Seven hundred and eighty (780) families were involved in the programs under the Alabama Early Intervention System evaluated in fiscal year 2002. Five hundred forty-two (542) families completed the family satisfaction survey by telephone. Two hundred and thirty-eight (238) families could not be contacted by telephone due to the following reasons: "No Phone", "Disconnected", "Not in service", "Wrong number", "Unable to Contact on at least 5 different days and times", "Prefer Mail-Out", "Non-published Number", "No Longer Involved", "No English", "DHR", "Mother in Hospital", "Child in Hospital", "Child is sick", "Cannot receive incoming calls", "Cannot be completed as dialed", "Mother does not speak well", "Child just moved here", "Child turned 3", "Fax", "Never received services", "Has not started", or "Refused". These families were mailed a family satisfaction survey, and thirty-eight (38) of these surveys were completed by mail. All contacts with families involved with the Early Intervention programs were made between October 2001 and September 2002.



# C. Contact Overview

Type of Contact	1999 Number	1999 Percentage	2000 Number	2000 Percentage	2001 Number	2001 Percentage	2002 Number	2002 Percentage
Contacted by Telephone	574	96%	852	95%	958	94%	742	95%
No Phone	26	4%	51	6%	59	6%	38	5%
Disconnected/Not in Service	47	8%	58	6%	80	8%	65	9%
Wrong Number	23	4%	54	6%	59	6%	34	4%
Unable to Contact	57	10%	47	5%	84	8%	62	8%
No Phone at Home	0	0%	9	1%	2	0%	0	0%
No Longer at this Number	6	1%	7	1%	5	1%	0	0%
No English	7	1%	6	1%	10	1%	5	1%
Prefer Mail-Out	0	0%	5	1%	17	2%	4	1%
Changed to Unpublished Number	7	1%	5	1%	4	0%	3	0%
No Longer Involved	0	0%	3	0%	1	0%	6	1%
Social Worker	1	0%	3	0%	10	1%	1	0%
Child is at Father Purcell's	0	0%	3	0%	0	0%	0	0%
Refused	5	1%	3	0%	9	1%	8	1%
Just Started/New Referral	0	0%	2	0%	6	1%	2	0%
No longer has child	3	1%	0	0%	2	0%	0	0%
Out-of-town for extended time	2	0%	0	0%	1	0%	0	0%
Moved Out of State	0	0%	1	0%	0	0%	0	0%
Beeper Number	0	0%	1	0%	1	0%	0	0%
Hearing Impaired	1	0%	0	0%	4	0%	1	0%
Fax Machine	0	0%	1	0%	0	0%	1	0%
Asked not to Contact	0	0%	0	0%	3	0%	0	0%
No phone or Address listed/Wrong phone and address	0	0%	0	0%	4	0%	0	0%
Mother/Child in Hospital	0	0%	0	0%	5	1%	2	0%
Already Completed	0	0%	0	0%	1	0%	0	0%
Cellular Phone stolen	0	0%	0	0%	1	0%	0	0%
Never received services	0	0%	0	0%	0	0%	1	0%
Cannot be completed as dialed	0	0%	0	0%	0	0%	1	0%
Cannot receive incoming calls	0	0%	0	0%	0	0%	3	0%
Child is sick	0	0%	0	0%	0	0%	1	0%
Completed by Telephone	414	69%	636	71%	656	65%	542	69%
Number Mailed Out	185	31%	259	29%	350	34%	238	31%
Completed by Mail	49	8%	79	9%	78	8%	38	5%
TOTAL Completed	463	77%	715	80%	734	72%	580	74%



## D. Analysis of Survey Findings

The family satisfaction questionnaire utilizes 3 types of responses: two four-point rating scales; a Yes/No response scale; and open-ended responses (see questionnaire in section III of this report). The four-point rating scales used were: "Excellent", "Good", "Fair", "Poor"; and "Very Convenient", "Somewhat Convenient", "Somewhat Inconvenient", "Very Inconvenient". The values for the scaled response questions ranged from 4 for "Excellent" and "Very Convenient", to 1 for "Poor" and "Very Inconvenient". All responses were then summarized and a percentage score was computed. The percentage scores are based upon a maximum of 100%.

The numbers in the composite report for the Alabama Early Intervention System differ slightly from the numbers in the individual reports due to an additional 6% in 1999, an additional 5% in 2000, an additional 4% in 2001 and an additional 4% in 2002 completed mail-in surveys received after the deadline for each individual evaluation.

This report contains a summary of findings for the Alabama Early Intervention programs. For a complete analysis of the survey results, see tabular data section of this study available through the Division of Early Intervention.

## E. Notes on Year-to-Year Comparisons

When making year-to-year comparisons of the AEIS reports, it should be noted that the survey completion rates for FY 2001 and FY 2002 were slightly lower than the completion rates for FY 1999 and FY 2000. The PAR population for the FY 2001 and FY 2002 surveys included a somewhat higher incidence of "No Phone Listed", "Wrong Number Numbers", and "Disconnected/Not in Service Numbers". As a result of this situation, the proportion of surveys mailed to members of the respective target groups was higher. While it is difficult to determine the reasons for the lower proportion of working telephone numbers among the groups surveyed in FY 2001 and FY 2002, the downturn in the state's economy may be a contributing factor. Additionally, it is important to keep in mind that the programs evaluated change each year, making it difficult to compare completion rates from group to group and from year to year.

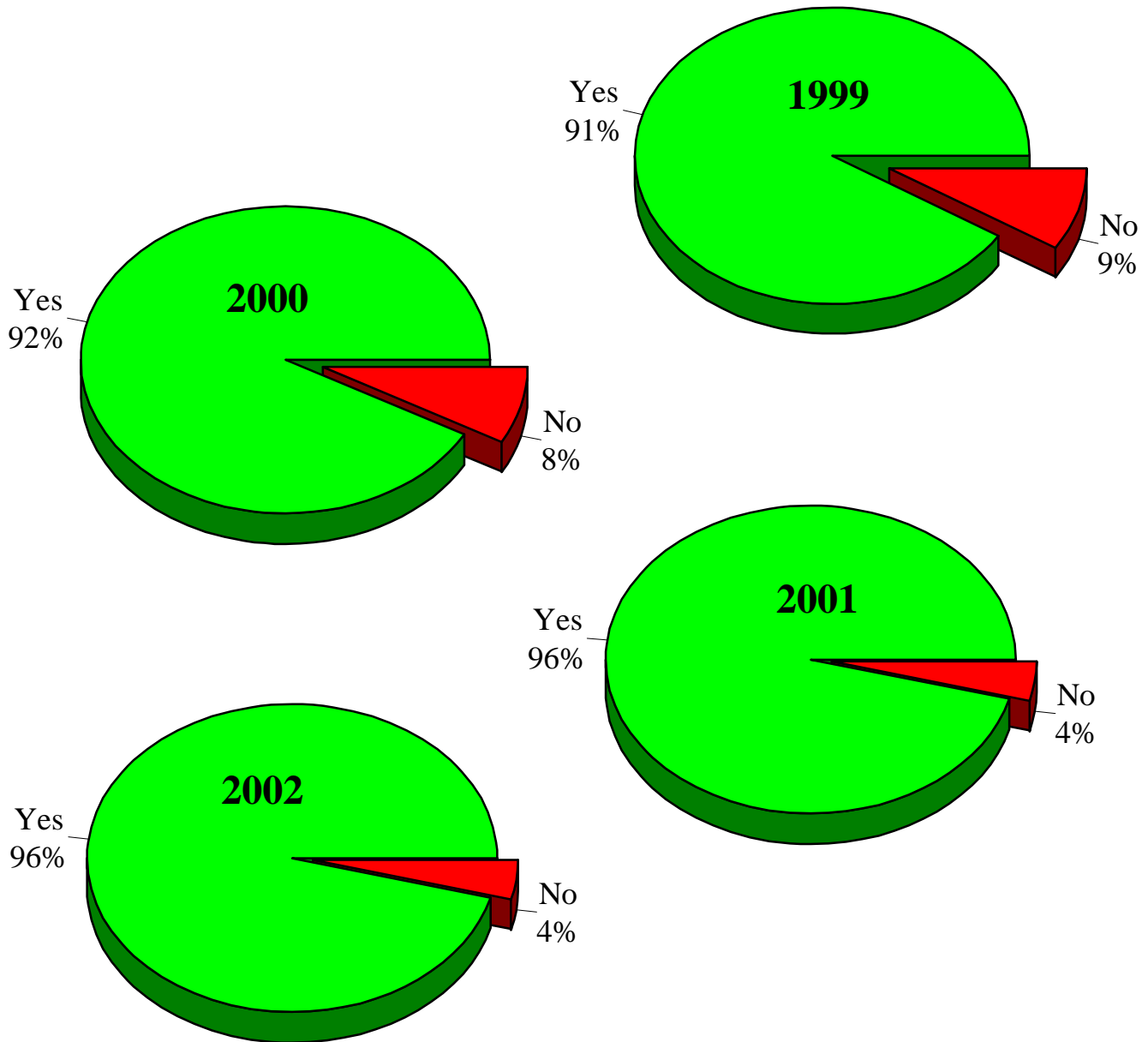


# Summary of Findings



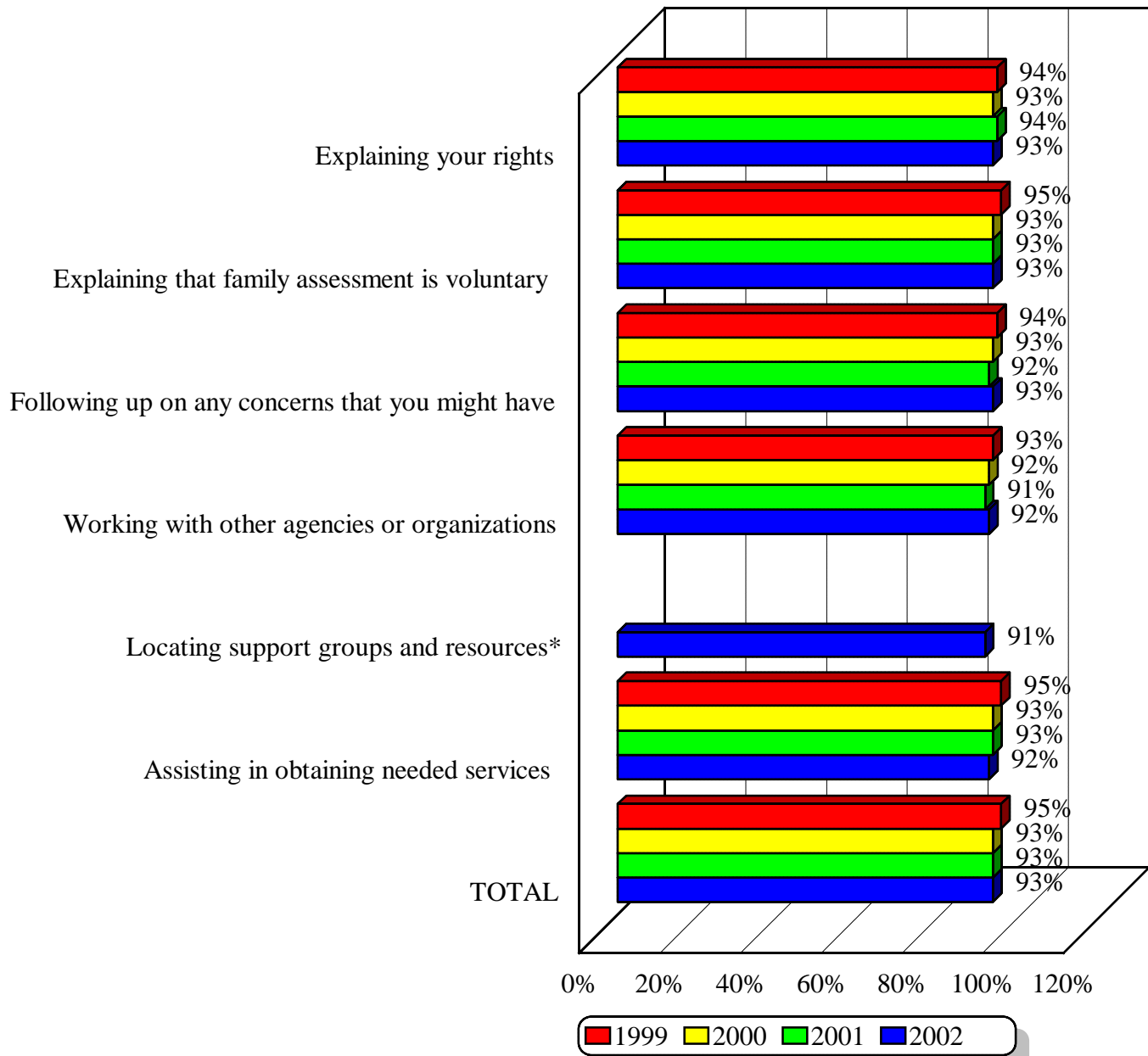
# Chart 1

## Families' Awareness of Service Coordinator's Name



# Chart 2

## Rating of Services Received from Service Coordinator at the AEIS Programs

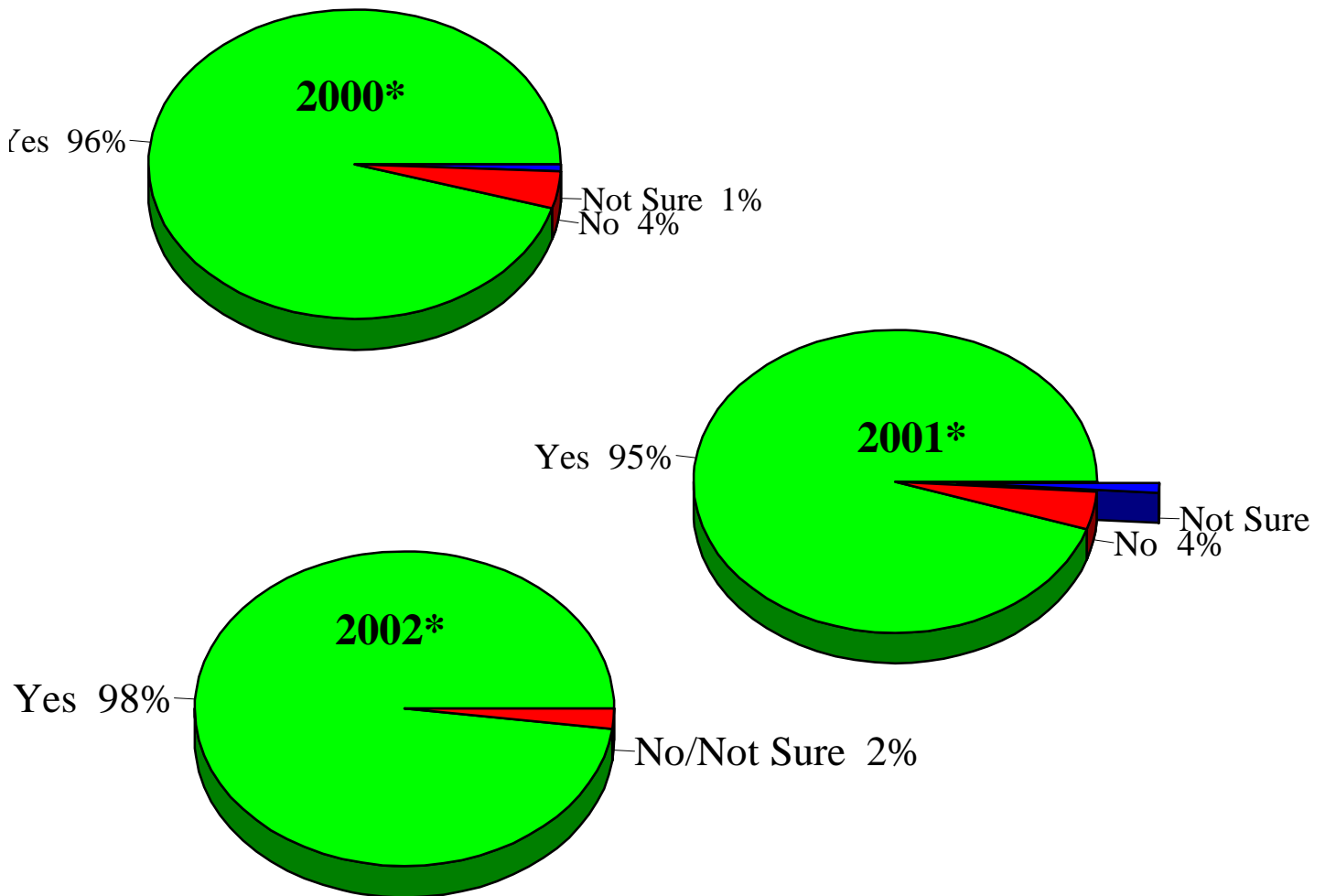


\* This question was asked in the FY 2002 versions of the questionnaire only.



# Chart 2A

## Awareness that Child's EI Services and Supports Can Be Provided in A Natural Environment Such as Child's Home or Child Care Setting (FY 2000, 2001 and 2002 Only)

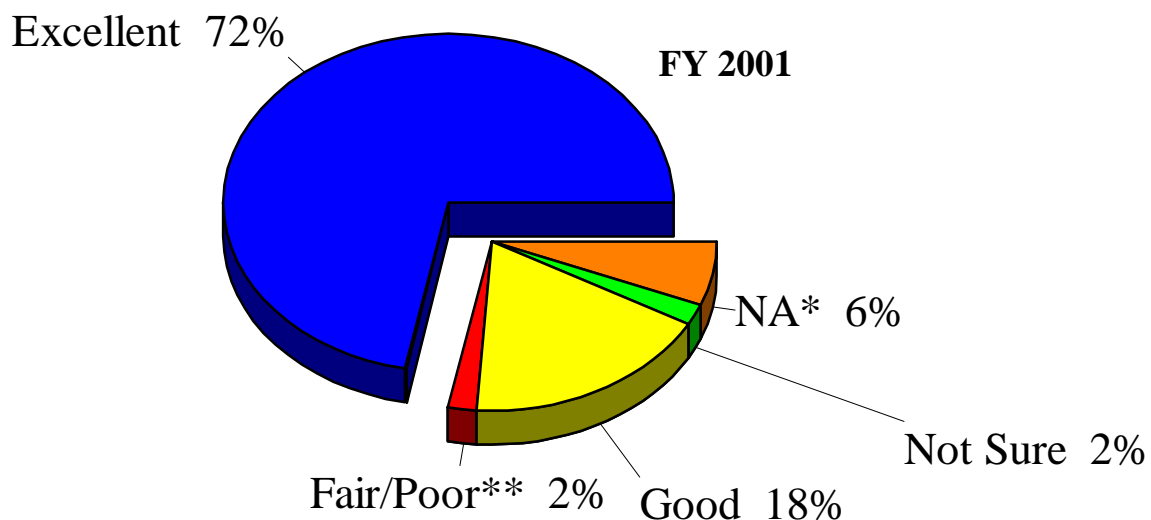


\* This question was asked in the FY 2000, FY 2001 and FY 2002 versions of the questionnaire only.



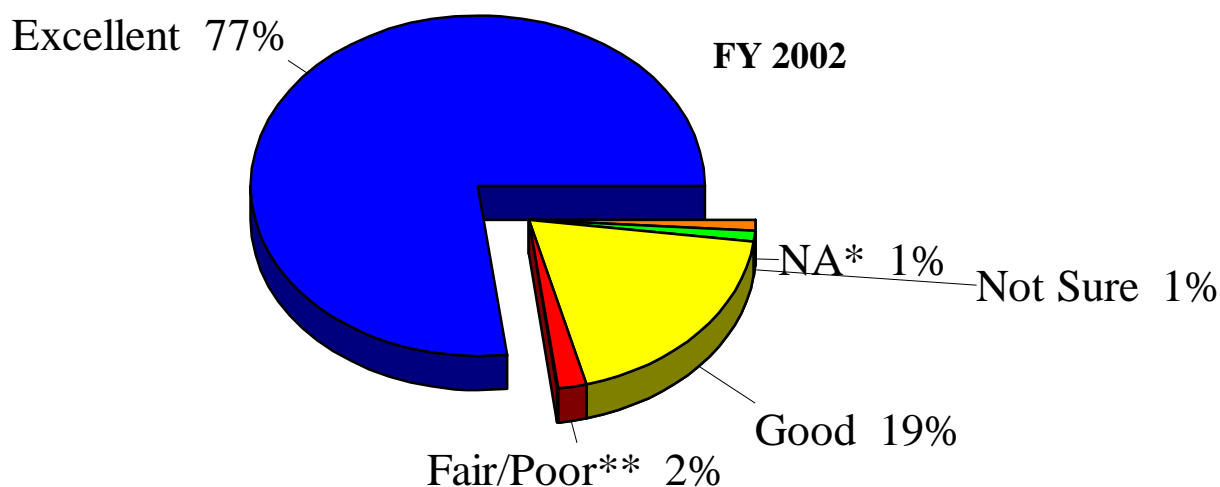
# Chart 2B

## Rating of Service Coordinator 's Assistance in Providing EI Services and Supports in the Child's Natural Environment (FY 2001 and FY 2002 Only)



\* NA=Never received services in natural environment.

\*\* Two percent represents rounded number for combined 2.0% "Fair" and 0.4% "Poor" ratings.



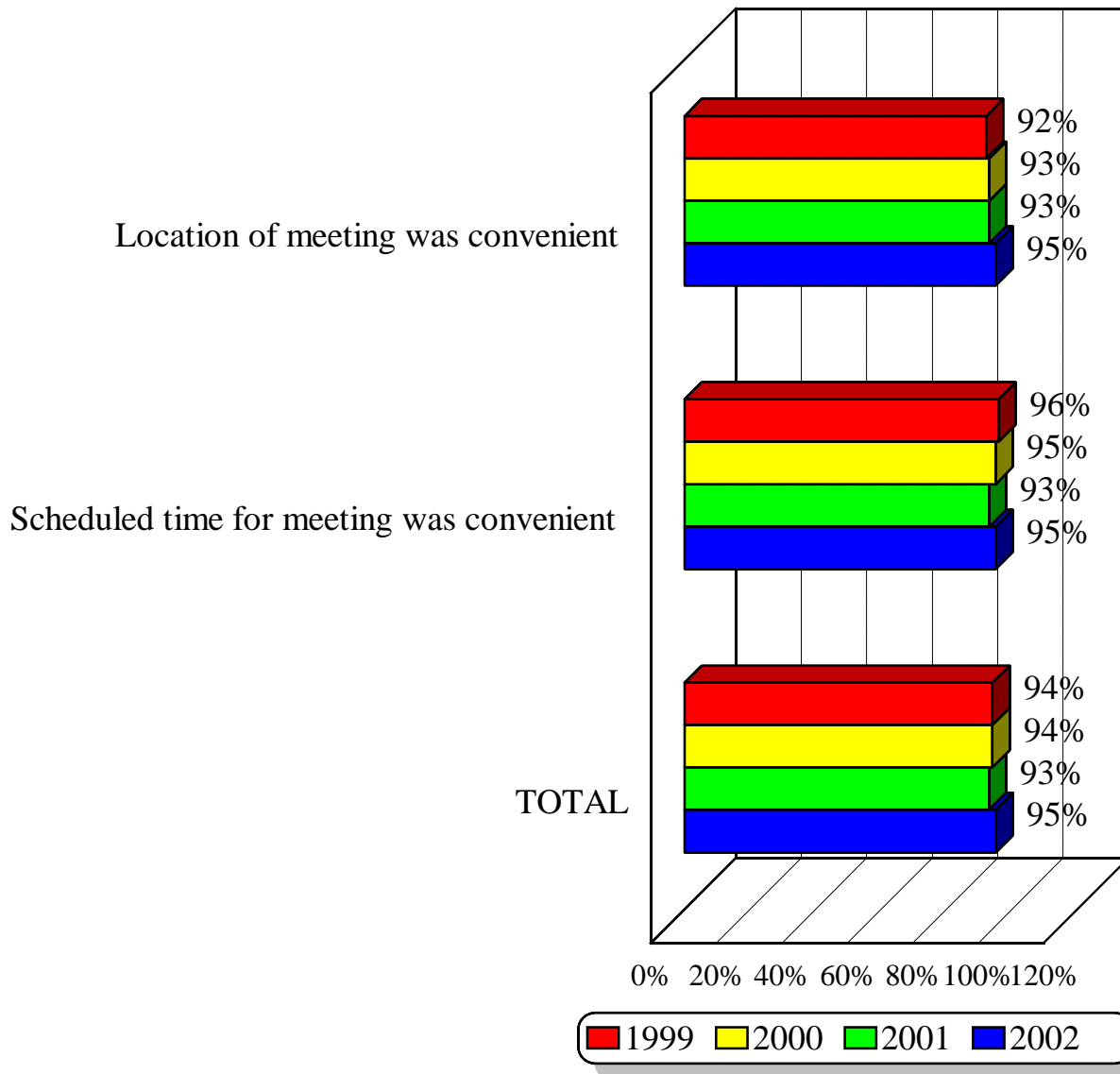
\* NA=Never received services in natural environment.

\*\* Two percent represents rounded number for combined 1.2% "Fair" and 0.3% "Poor" ratings.



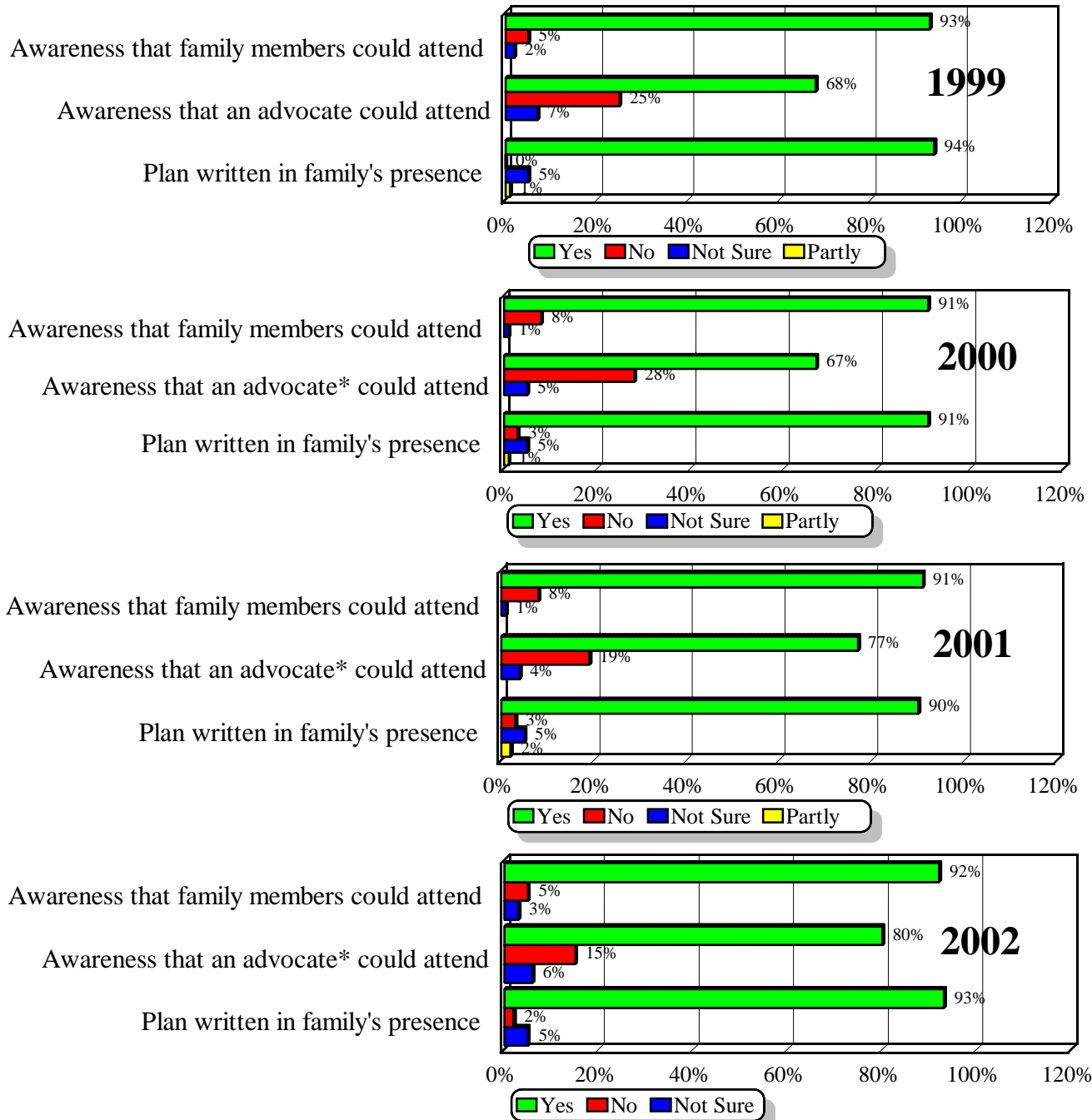
# Chart 3

## Rating of Location and Time of the Individual Family Service Plan Meeting for the AEIS Programs



# Chart 4

## Awareness of Individual Family Service Plan Meeting Characteristics for the AEIS Programs



\* Advocate was defined as "a person who is not a family member such as another parent who has been through Early Intervention" in the FY 2000, FY 2001 and FY 2002 questionnaires.



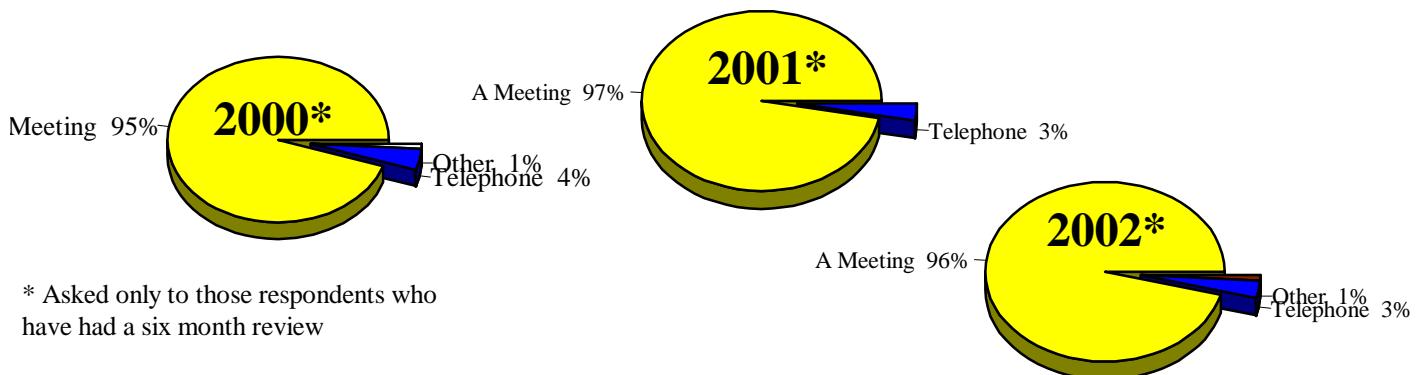
# Chart 4A

## Rating of the Six Month Review at the AEIS Programs (FY 2000, 2001 and 2002 Only\*\*)

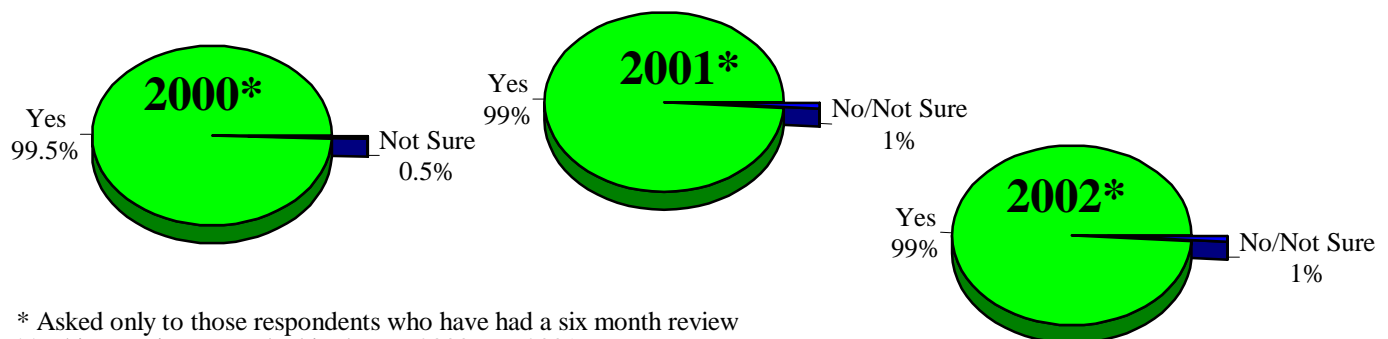
### Have you had a six month review?



### How was the six month review conducted?



### Was this review acceptable to you?

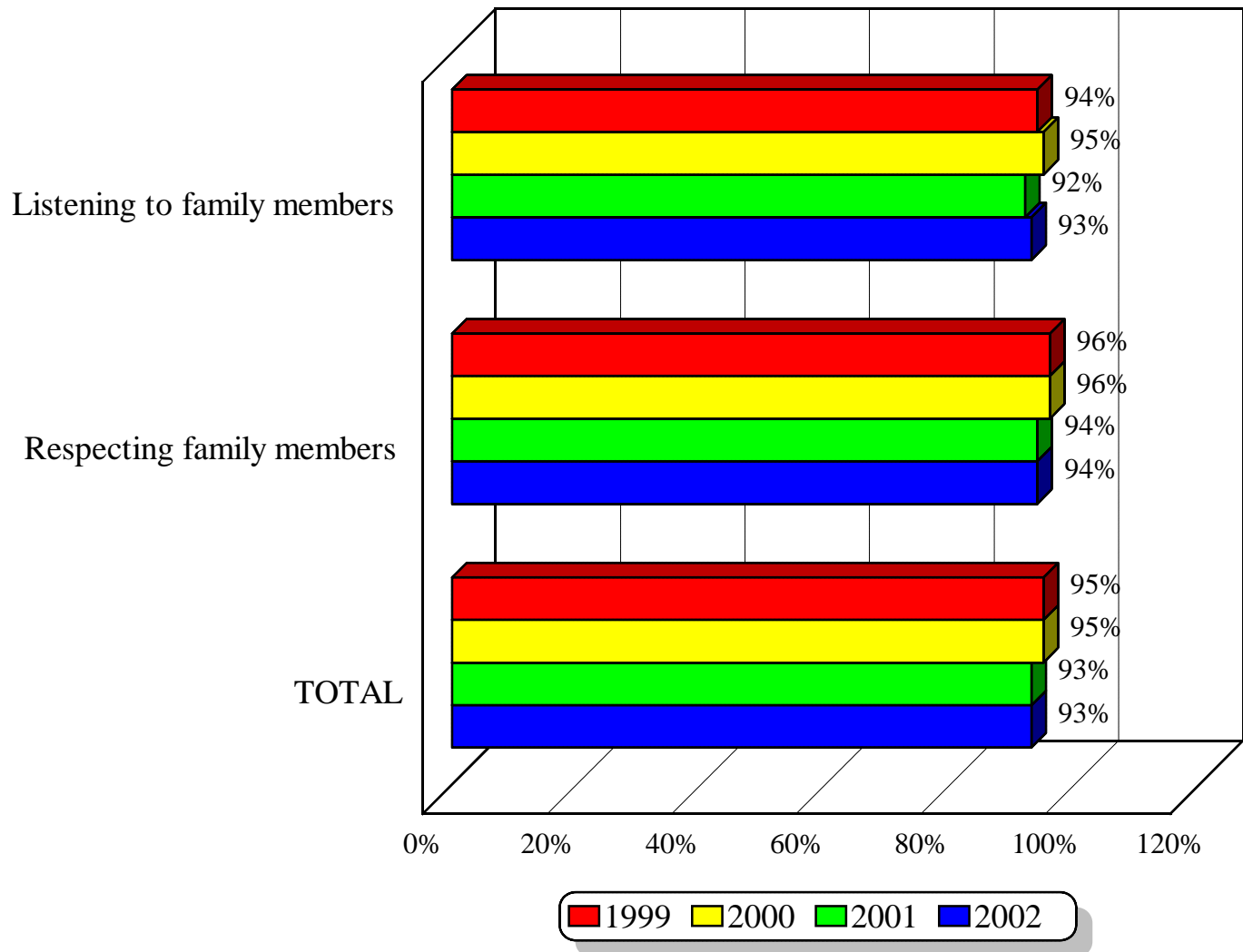


\*\* This question was asked in the FY 2000, FY 2001 and FY 2002 versions of the questionnaire only.



# Chart 5

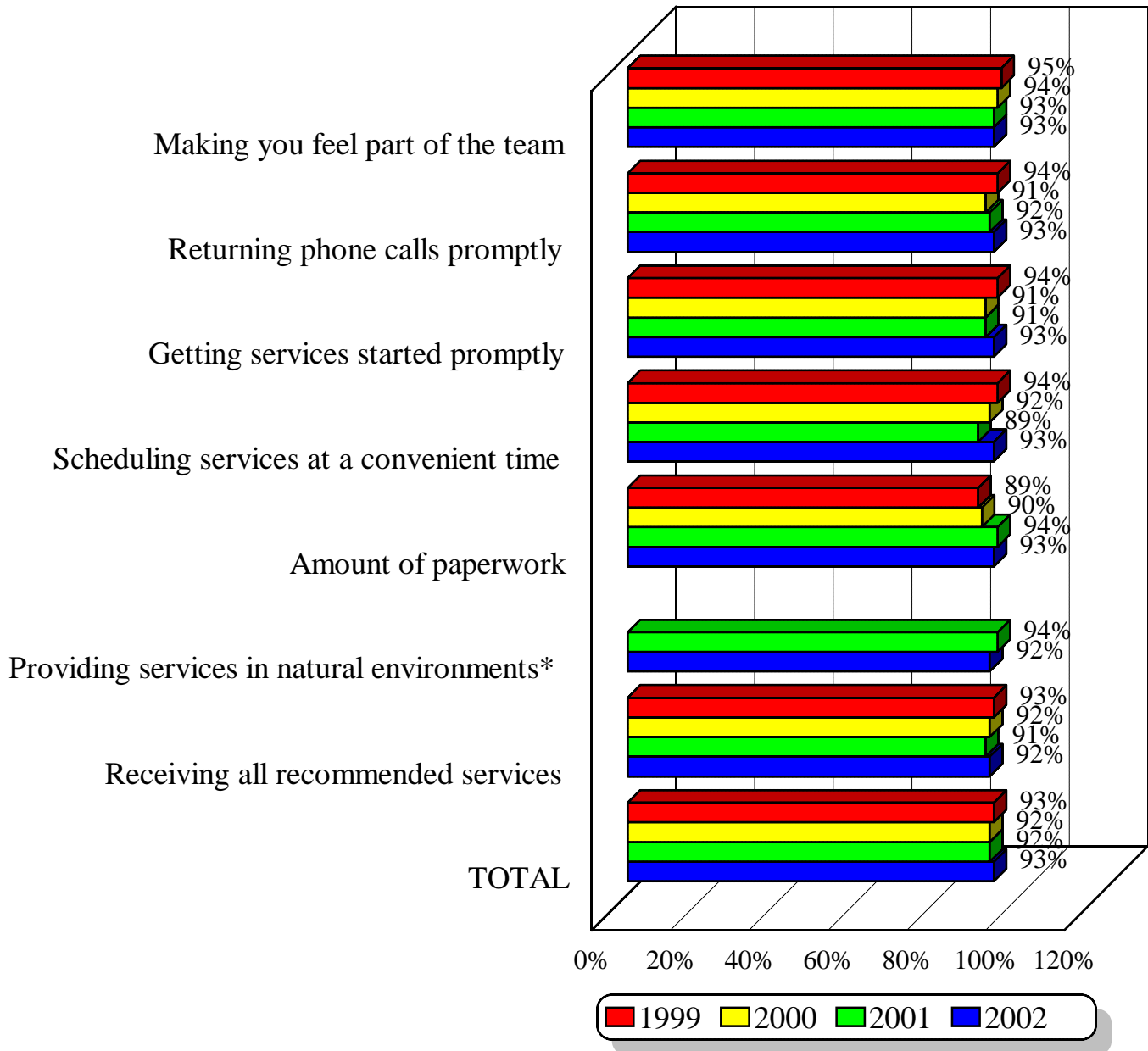
## Rating of the Service Providers at the AEIS Programs





# Chart 6

## Rating of Service Received from the AEIS Programs



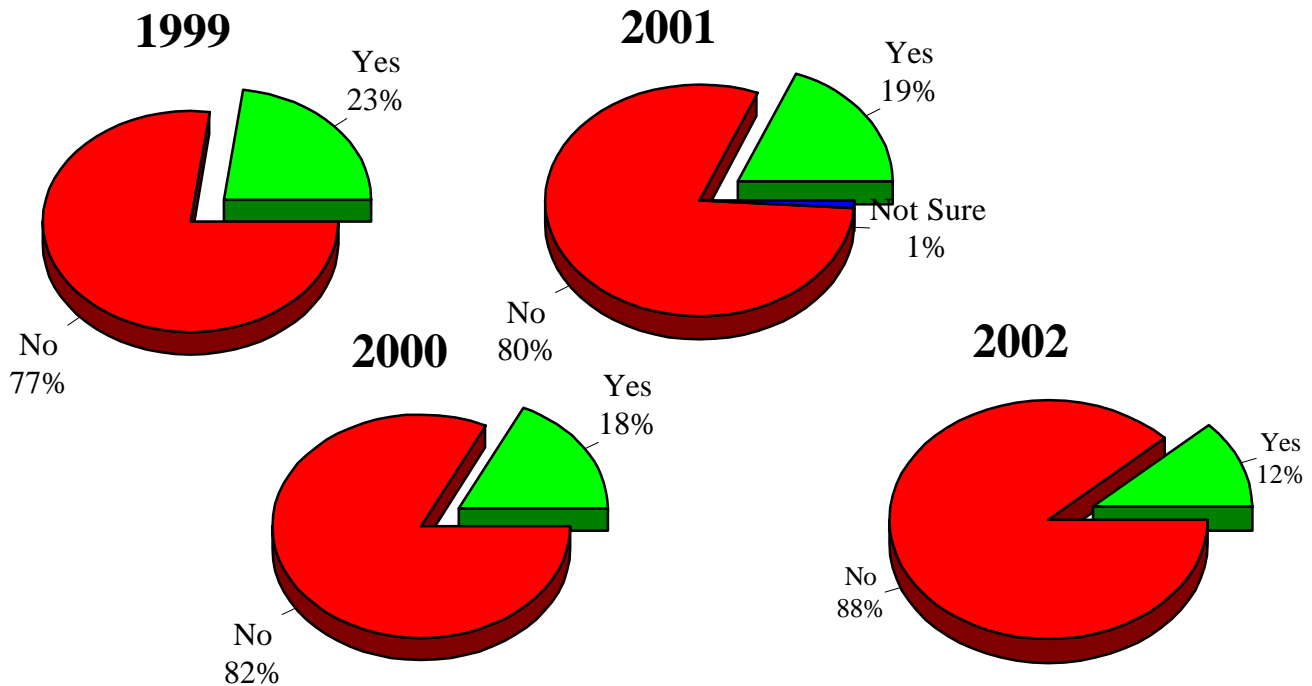
\* This question was asked in the FY 2001 and FY 2002 versions of the questionnaire only.



# Chart 7

## Utilization of Transportation for the AEIS Programs

### A. Did you indicate you needed transportation in order to utilize the services provided by AEIS?



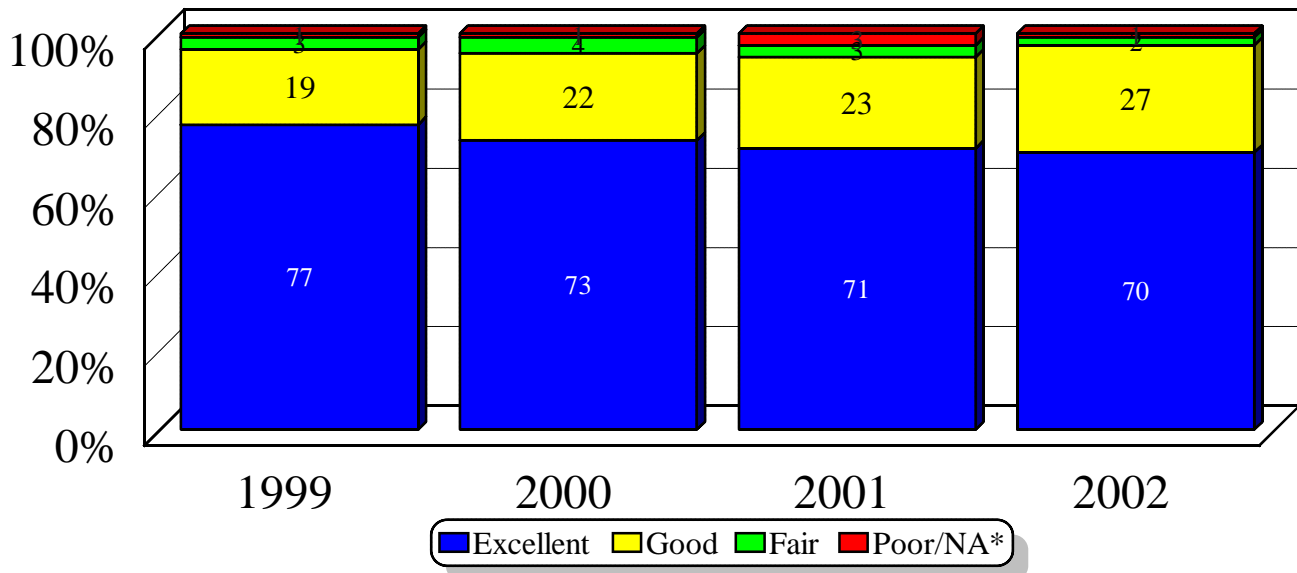
	1999	2000	2001	2002
<b>Having transportation available when needed</b>	86%	88%	89%	82%

\* Asked only those respondents who indicated they needed transportation (101 respondents in 1999, 115 respondents in 2000, 117 respondents in 2001 and 58 respondents in 2002).



# Chart 8

## Rating of the AEIS Programs in Terms of Families Receiving all the Services Recommended



### Specific Reasons\*\* for Ratings for the AEIS Programs:

1999	2000	2001	2002
Take care of needs/satisfied	Take care of needs/satisfied	Take care of needs/satisfied	Take care of needs/satisfied
Answer questions	Helpful	Helpful	Helpful
Helpful	Child exceeded expectations	Child exceeded expectations	They are all nice
Child exceeded expectations	Wonderful/Beyond the call of duty	Wonderful/Beyond the call of duty	Answer questions
Wonderful/Beyond the call of duty	Good, understandable explanation	Good, understandable explanation	Child exceeded expectations
Convenient services	Caring	Answer questions	Very supportive
Child was enrolled quickly	Very supportive	Caring	Wonderful/Beyond the call of duty
Good, understandable explanation	Good communication	They are all nice	Very prompt
Good communication	Answer questions	No complaints	Excellent follow-up
Excellent follow-up	They are all nice	Good communication	Good, understandable explanation
	Excellent follow-up	Listen to parent/guardian	
	Accommodating		

\* One percent represents rounded number for the combined 0.4% "Poor" and 0.4% "No Answer" in 1999, and 0.6% "Poor" and 0.4% "No Answer" responses in 2000. Three percent represents rounded number for the combined 1.8% "Poor" and 1% "No Answer" responses in 2001 and two percent represents rounded number for the combined 0.9% "Poor" and 0.5% "No Answer" responses in 2002.

\*\* For a complete listing of reasons, see tabular data section of these studies available through the Division of Early Intervention.

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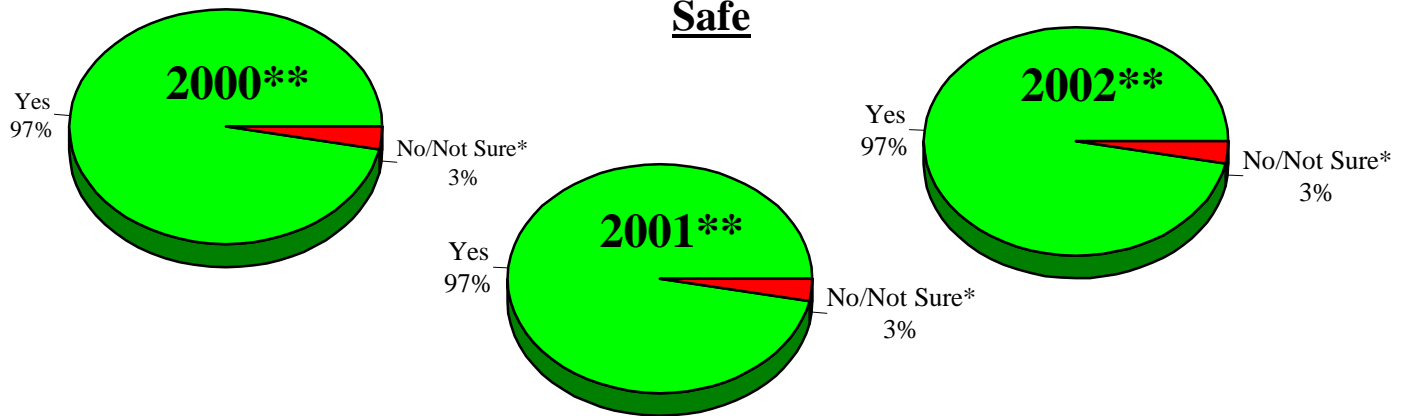


# Chart 8A

## Rating of Play Equipment and Toys Used by the Providers

(FY 2000, FY 2001 & FY 2002 Only)

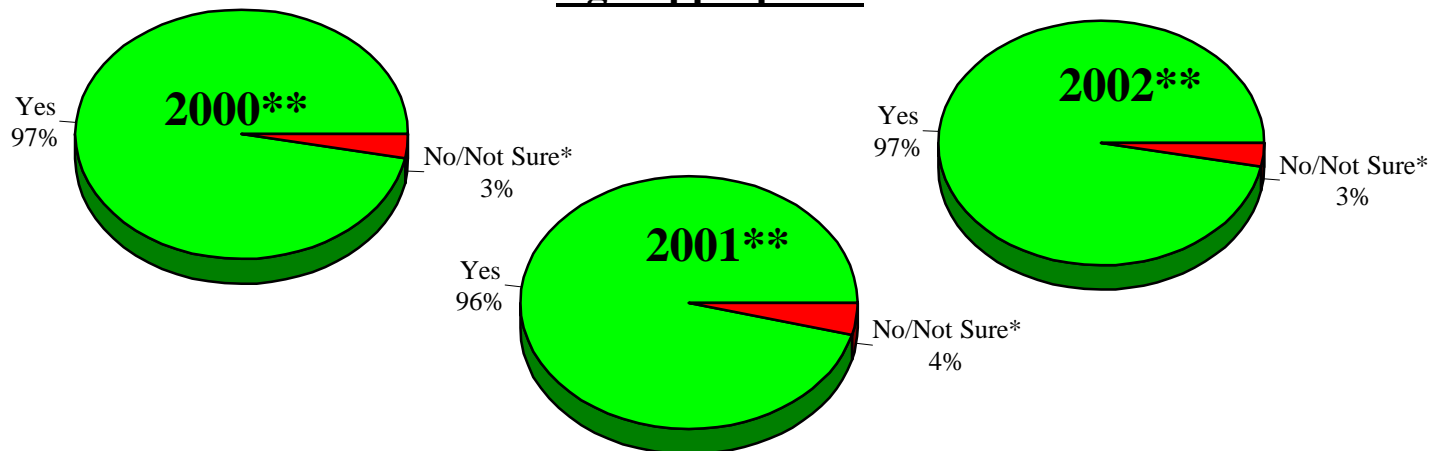
### Safe



\*Three percent represents rounded number for the combined 0.4% "No" and 2.4% "Not Sure" responses for FY 2000, 0.6% "No" and 2.8% "Not Sure" for FY 2001, and 0.5% "No" and 2.7% "Not Sure" for FY2002.

\*\* This question was asked in the FY 2000, FY 2001 and FY 2002 versions of the questionnaire only.

### Age Appropriate



\*Three percent represents rounded number for the combined 0.3% "No" and 2.8% "Not Sure" responses for FY 2000, 0.6% "No" and 2.8% "No Answer" responses for FY 2001, and 0.7% "No" and 2.4% "Not Sure" for FY2002.

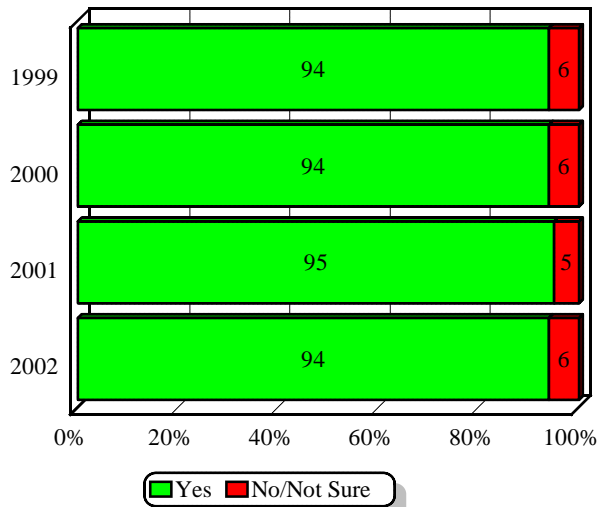
\*\* This question was asked in the FY 2000, FY 2001 and FY 2002 versions of the questionnaire only.



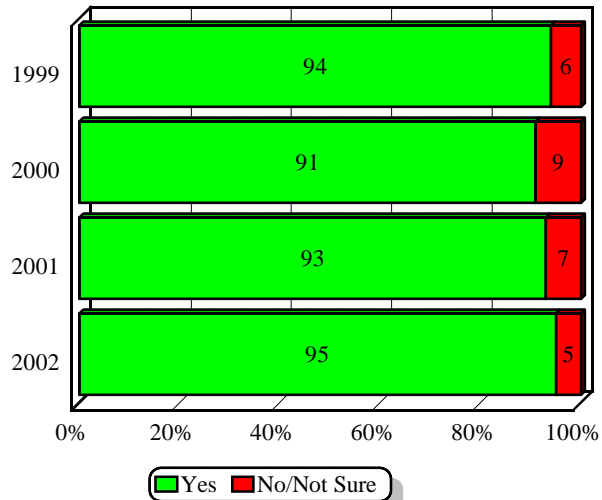
# Chart 9

## Assessment of Miscellaneous Services Provided by the AEIS Programs

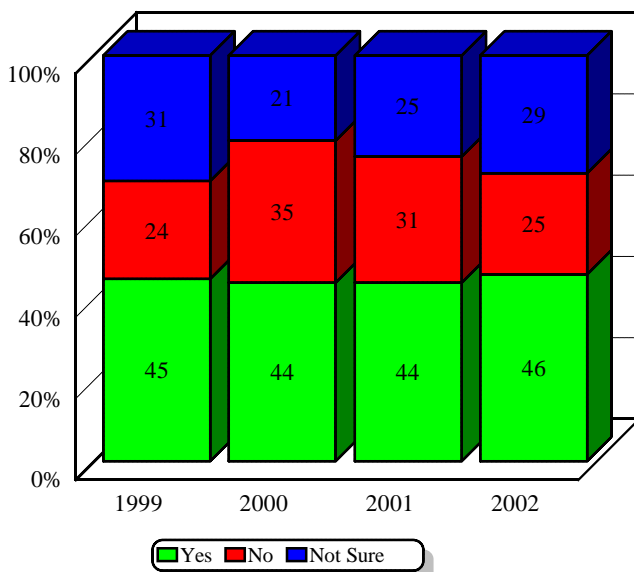
**Families Know Who to Call**



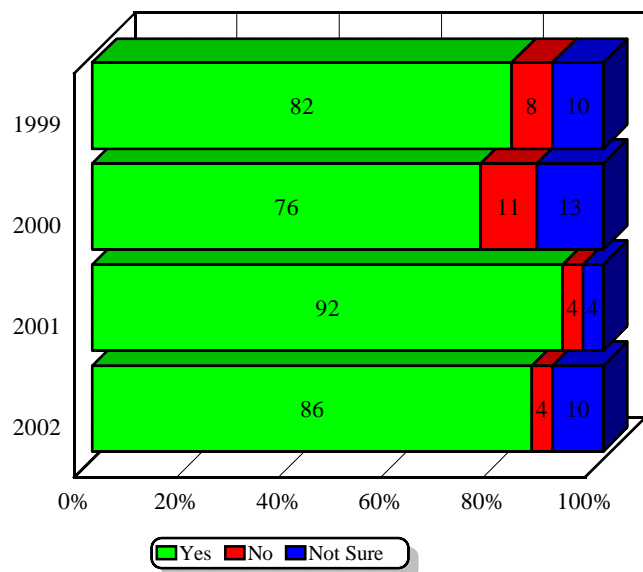
**Families Receive Copies of the IFSP**



**Families Were Informed about the District Coordinating Council**



**Families Were Informed about the DCC Activities and the Various Ways of Participation**



# Chart 10

## Changes Families Would Like To See Made in Alabama's Early Intervention System

### Top Suggested Changes (1999, 2000, 2001 & 2002)

Everything nice/fine

Extend age limit on programs

Public should be made more aware of services offered through AEIS

Child needs more therapy/services

Support group for parents with similar needs

Like location closer to home

Like services done at home

Provide more funding

Need to get child in system faster/process too slow

Transportation

\*Responses are listed in descending order of importance.

\*For a complete listing of reasons, see tabular sections of the studies available through the Division of Early Intervention.

